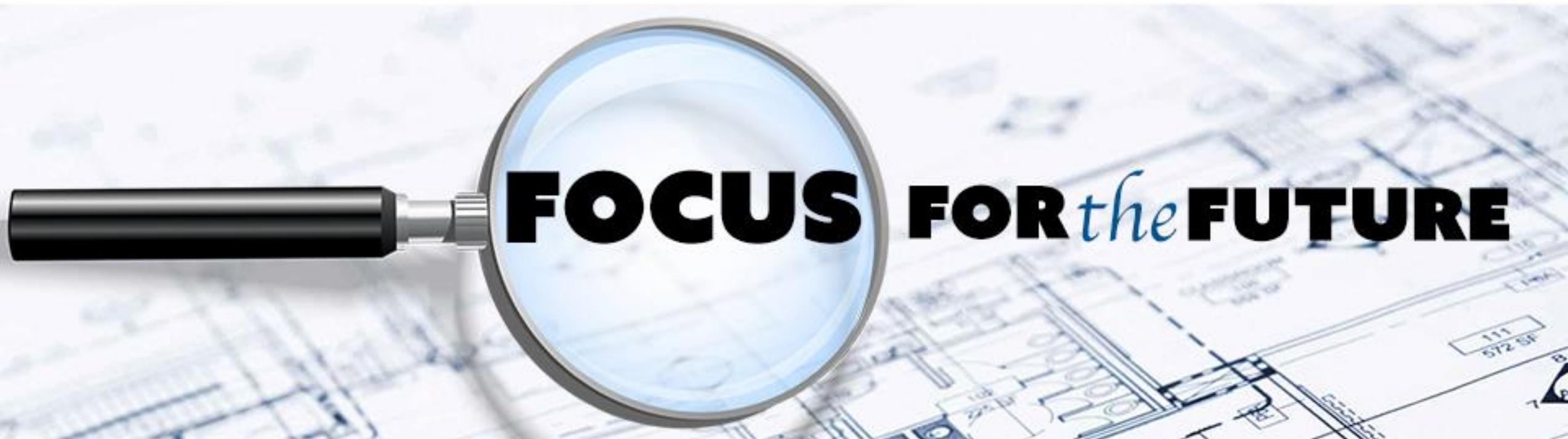




U.S. General Services Administration

A magnifying glass with a black handle and a silver rim is positioned over a set of blue architectural blueprints. The lens of the magnifying glass is focused on the text "FOCUS FOR the FUTURE".

**FOCUS** FOR *the* **FUTURE**

2022

**F3 PBS CUSTOMER FORUM**



U.S. General Services Administration



**F3 PBS CUSTOMER FORUM**  
**FOR *the* FUTURE**

Wednesday, June 15th, 2022

# **PBS Workplace Resources**

*Custom and Emerging Services and Solutions*

# Our Presenters

## Host

### Eric Fulton

National Program Manager  
Communication and Outreach  
Office of Portfolio Management and  
Customer Engagement  
GSA-Public Buildings Service



## Speaker

### Ryan Doerfler

National Workplace Strategist  
Center for Workplace Strategy |  
Office of Design and Construction  
GSA-Public Buildings Service





# **Custom Workplace Strategy Services**

# Evolution of the Workplace

## Industrial : Taylorism

Office viewed as a machine. Emphasis on efficiency and a regimented layout.



## 1960 : Action Office

Increased emphasis on larger, more adaptable space for individuals and greater privacy.



## 2003 : Coworking

Coworking and 'third places' become more viable places to work. Shift to more open workspaces.



## 2015 : Agile Working

Technology untethered workers from desks. Mobility, flexibility, and wellbeing rose to prominence.



## 1950 : Office Landscape

Emerging focus on lighting, acoustics, air circulation, collaboration and flexibility.



## 1980 : The Cubicle

The rise of the desktop computer and cheap modular walls, led to an explosion of cubicle farms.



## 2008 : Reductionism

Focus on the bottom line led to blunt reductions in real estate footprint and over-densification.

the Pandemic

Working During

Work from Home All the time

Day

Coworking Space Ad Hoc

Office only on Tuesdays

Coworking Space w/ Team

Work had to be conducted at an assigned location.

Work could occur elsewhere, just with a lesser experience.

Work can be accomplished anywhere, with a comparable experience as the office.

## Workspace

Space Standards  
Features & Performance  
Indoor Office Environment

## Human Performance

Internal Communication  
Organizational Growth  
Culture Improvements

## Real Estate

Building Attributes  
Site Attributes  
Location

# An Effective Workplace

## Business Processes

Staff Work Patterns  
Distributed Organizations  
Hybrid Collaboration

## Supplies & Equipment

Furniture  
Fixtures & Equipment  
Support Services

## Technology

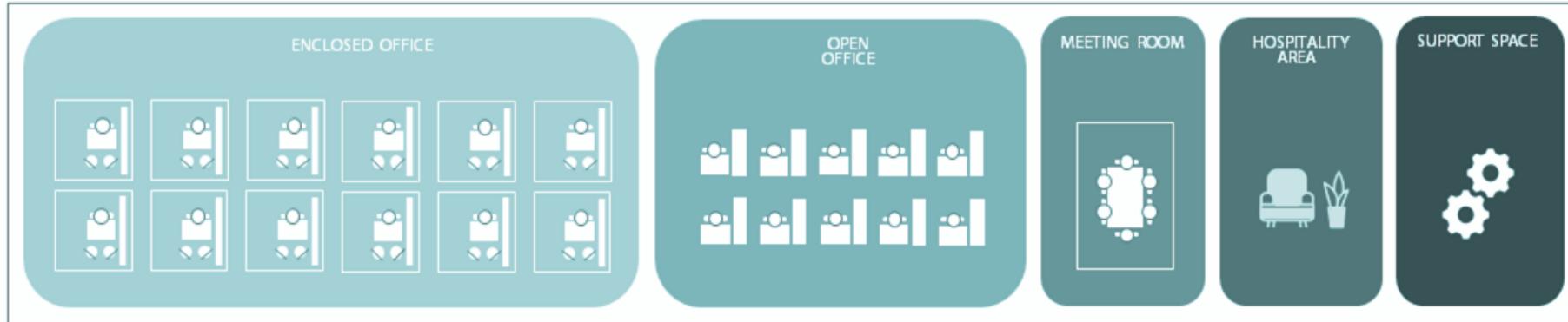
IT Infrastructure  
IT Services  
Telecommunications

# The Hybrid Continuum



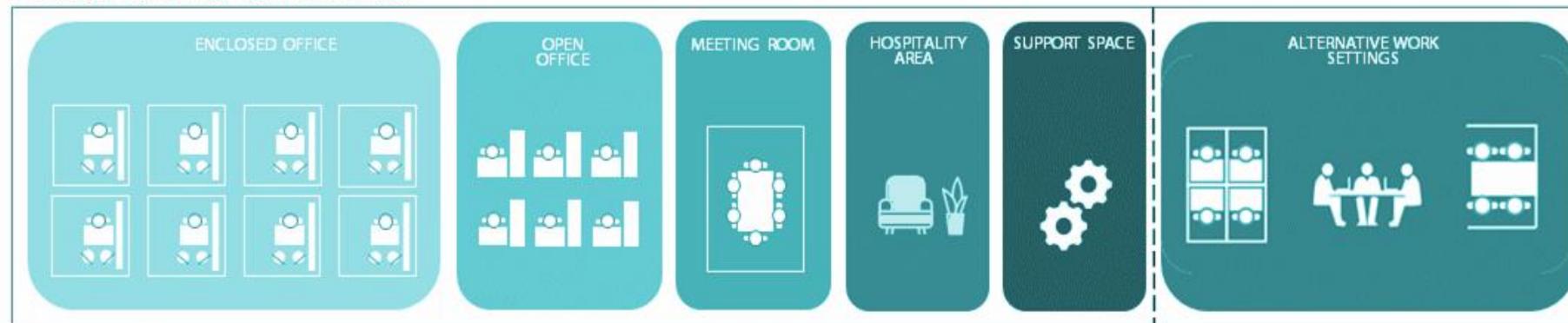
# Vision for Federal Workplaces of the Future – Floor Configurations

## TYPICAL OFFICE FLOOR CONFIGURATION



Traditional work settings @ 1:1

## HYBRID OFFICE FLOOR CONFIGURATION



Shared work settings

# Vision for Federal Workplaces of the Future – Modernized and Optimized

## Modernized

*Workplaces that enable effective mission achievement and quality employee experience.*



### Flexible

Seamless on-site to off-site experience, tech-enabled, universal



### Healthy

Air quality, temperature, natural light, socially connected, ergonomic



### Sustainable

Energy and water efficient, net zero operations, climate resilient



### Safe

Physical security, secure access, cybersecure, redundant operations

## Optimized

*A Federal real estate portfolio that ensures value for the American taxpayer.*



### Mission Delivery

Results-driven, productive, customer centered, technology enabled



### Asset Utilization

Occupancy-based, dynamic, shared, multi-function, multi-tenant



### Workplace Ecosystem

Balance between HQ and regional presence, distributed work



### Cost Efficient

Life-cycle based return on investment, saves money



GSA Public Buildings Service

# Activity Based Planning

*A Workplace Matters Series publication*  
*September 2020*



download this PDF publication at [GSA.GOV](https://www.gsa.gov) (direct download link)

# The foundation of GSA's Workplace Strategy services



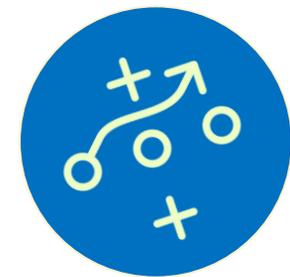
Connect to  
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GOALS**



Connect to  
**WORK  
PATTERNS**



Connect to  
**MULTIPLE  
PERSPECTIVES**



Connect to  
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STRATEGIES**

# Workplace Strategy – Connect to Business Goals



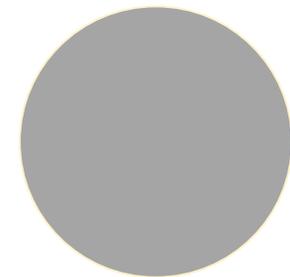
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Connect to  
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STRATEGIES**



# Workplace Strategies based on business goals

## Financial

The organization's immediate and long-term financial performance goals. Common goals include financial growth and stability, churn, operating expenses, and costs per square foot.

Workplace  
Impact



Workplace  
Impact

## Business Process

Typically addresses under-performing business processes or significantly impacted organizational performance. Potential goals may include improving knowledge transfer, team functionality, collaboration, or leveraging technology.

## People

Aspects of human performance that can affect organizational performance. This can include employee satisfaction, health and wellness, community and culture, and attraction and retention.

Workplace  
Impact

Workplace  
Impact

## Customer

Methods the organization uses to gauge their impact on the customer. Improved customer experience or satisfaction, enhanced brand equity, and quality of public outreach are all potential goals in this area.



# Business Goals - Financial

## Financial Goals

The organization's immediate and long-term financial performance goals. Common goals include financial growth and stability, churn, operating expenses, and costs per square foot.

EXAMPLE BUSINESS GOALS	Contain Growth	Reduce Real Estate Costs
EXAMPLE WORKPLACE STRATEGIES	Plan for growth without real estate growth	Reduce utilization rate (SF/Person)
EXAMPLE WORKPLACE TACTICS	Enroll staff in telework and distributed work programs	Decrease assigned individual workspaces and improve off-site options





# Business Goals – Business Process

## Business Process Goals

Typically addresses under-performing business processes or significantly impacted organizational performance. Potential goals may include improving knowledge transfer, team functionality, collaboration, or leveraging technology.

EXAMPLE BUSINESS GOALS	Support Knowledge Transfer	Enhance Team Collaboration
EXAMPLE WORKPLACE STRATEGIES	Leverage technology to increase collaboration	Improve team collaboration
EXAMPLE WORKPLACE TACTICS	Provide virtual collaboration tools in meeting spaces	Create a menu of spaces to support all work styles





# Workplace Strategies based on business goals

## People Goals

Aspects of human performance that can affect organizational performance. This can include employee satisfaction, health and wellness, community and culture, and attraction and retention.

EXAMPLE BUSINESS GOALS	Support Flexible Working	Increase Attraction & Retention
EXAMPLE WORKPLACE STRATEGIES	Provide a variety of collaboration and personal workspaces	Maximize staff health & wellness
EXAMPLE WORKPLACE TACTICS	Increase casual collaboration spaces & plan hoteling workspaces	Increase amenities & environmental controls, and provide scheduling flexibility





# Workplace Strategies based on business goals

## Customer Goals

Methods the organization uses to gauge their impact on the customer. Improved customer experience or satisfaction, enhanced brand equity, and quality of public outreach are all potential goals in this area.

EXAMPLE BUSINESS GOALS	Consistent External Messages	Enhance Customer Experience
EXAMPLE WORKPLACE STRATEGIES	Consistent messages from social queues	Front-of-house experience reassessed for impact
EXAMPLE WORKPLACE TACTICS	Improve way finding & signage	Collaboration, break areas, and work areas for customers



# The foundation of GSA's Workplace Strategy services



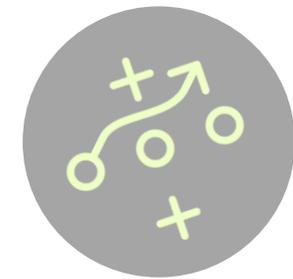
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# Lots to choose from

## In Neighborhood



Non-Dedicated Desk



Team Rooms



Lockers



Tech-Enhanced Conf. Rooms



Wellness/  
Mother's Room



Client Facing Conf. Rooms



Innovation Hub



Work From Home



Coworking

## On Floor



Huddle Rooms



Breakout Space



Focus Rooms



Pantry



Quiet Room



Café



Large Meeting Spaces

## In the Building

## Outside the Building



# GSA's Work Pattern Methodology asks 2 questions...

## On a typical week, how often do you spend your time:

- at your desk, in the office
- away from the desk, but still in the office
- working at home
- at other locations away from the office and home

## When at your office desk, how much time did you spend:

- in face-to-face interactions
- on the phone or on video
- focused work (long concentration)
- processing information (short concentration)



# Mobility & At Desk Activities

	Desk-Bound	Internally-Mobile	Externally-Mobile
Interactive at Desk	<p>time at desk: <b>HIGH</b> time elsewhere: <b>LOW</b></p>  <p>at desk interaction: <b>MODERATE - HIGH</b></p>	<p>time at desk: <b>MODERATE</b> time elsewhere: <b>MODERATE</b></p>  <p>at desk interaction: <b>MODERATE - HIGH</b></p>	<p>time at desk: <b>LOW</b> time elsewhere: <b>HIGH</b></p>  <p>at desk interaction: <b>MODERATE - HIGH</b></p>
Concentrative at Desk	<p>time at desk: <b>HIGH</b> time elsewhere: <b>LOW</b></p>  <p>at desk interaction: <b>LOW - MODERATE</b></p>	<p>time at desk: <b>MODERATE</b> time elsewhere: <b>MODERATE</b></p>  <p>at desk interaction: <b>LOW - MODERATE</b></p>	<p>time at desk: <b>LOW</b> time elsewhere: <b>HIGH</b></p>  <p>at desk interaction: <b>LOW - MODERATE</b></p>



# Hybrid Continuum Revisited

Transformation across work, worker, workplace = people, place, and technology solutions



## Office-Based

(Considered full time on-site.  
Less than 1 day a week teleworking)

## Periodic Telework

(Employees primarily work from the office.  
On average 1 - 2 days a week teleworking.)

## Frequent Telework

(Employees work between offsite and office  
On average 3 - 4 days a week teleworking)

## Remote Work

(Extensive virtual work adoption.  
On average 5 days a week teleworking)



# Desk-Bound Concentrative Workers

	Desk-Bound	Internally-Mobile	Externally-Mobile
Interactive at Desk	<p>time at desk: <b>HIGH</b> time elsewhere: <b>LOW</b></p>  <p>at desk interaction: <b>MODERATE - HIGH</b></p>	<p>time at desk: <b>MODERATE</b> time elsewhere: <b>MODERATE</b></p>  <p>at desk interaction: <b>MODERATE - HIGH</b></p>	<p>time at desk: <b>LOW</b> time elsewhere: <b>HIGH</b></p>  <p>at desk interaction: <b>MODERATE - HIGH</b></p>
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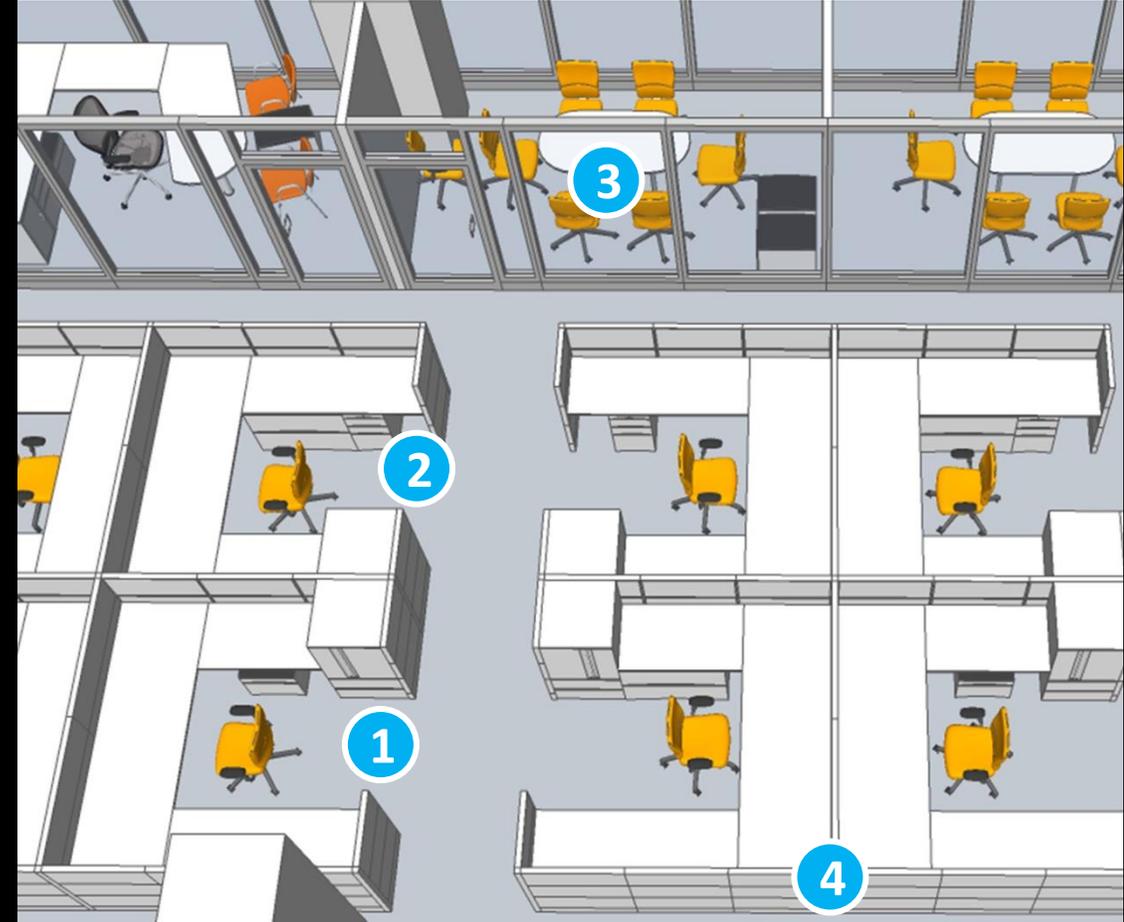


# Desk-Bound / Concentrative

*(significant amount of time spent at the desk; majority of desk time accomplishing focused work)*



- 1 Workstations include file drawers, mid-height panels, and mobile screens.
- 2 U-shaped desks offer increased privacy.
- 3 Focus booths and other meeting rooms can accommodate louder interactive activities.
- 4 For highly focused work, higher panels could be provided as long as it doesn't diminish natural light.





# Internally-Mobile Interactive Workers

	Desk-Bound	Internally-Mobile	Externally-Mobile
Interactive at Desk	<p>time at desk: <b>HIGH</b> time elsewhere: <b>LOW</b></p>  <p>at desk interaction: <b>MODERATE - HIGH</b></p>	<p>time at desk: <b>MODERATE</b> time elsewhere: <b>MODERATE</b></p>  <p>at desk interaction: <b>MODERATE - HIGH</b></p>	<p>time at desk: <b>LOW</b> time elsewhere: <b>HIGH</b></p>  <p>at desk interaction: <b>MODERATE - HIGH</b></p>
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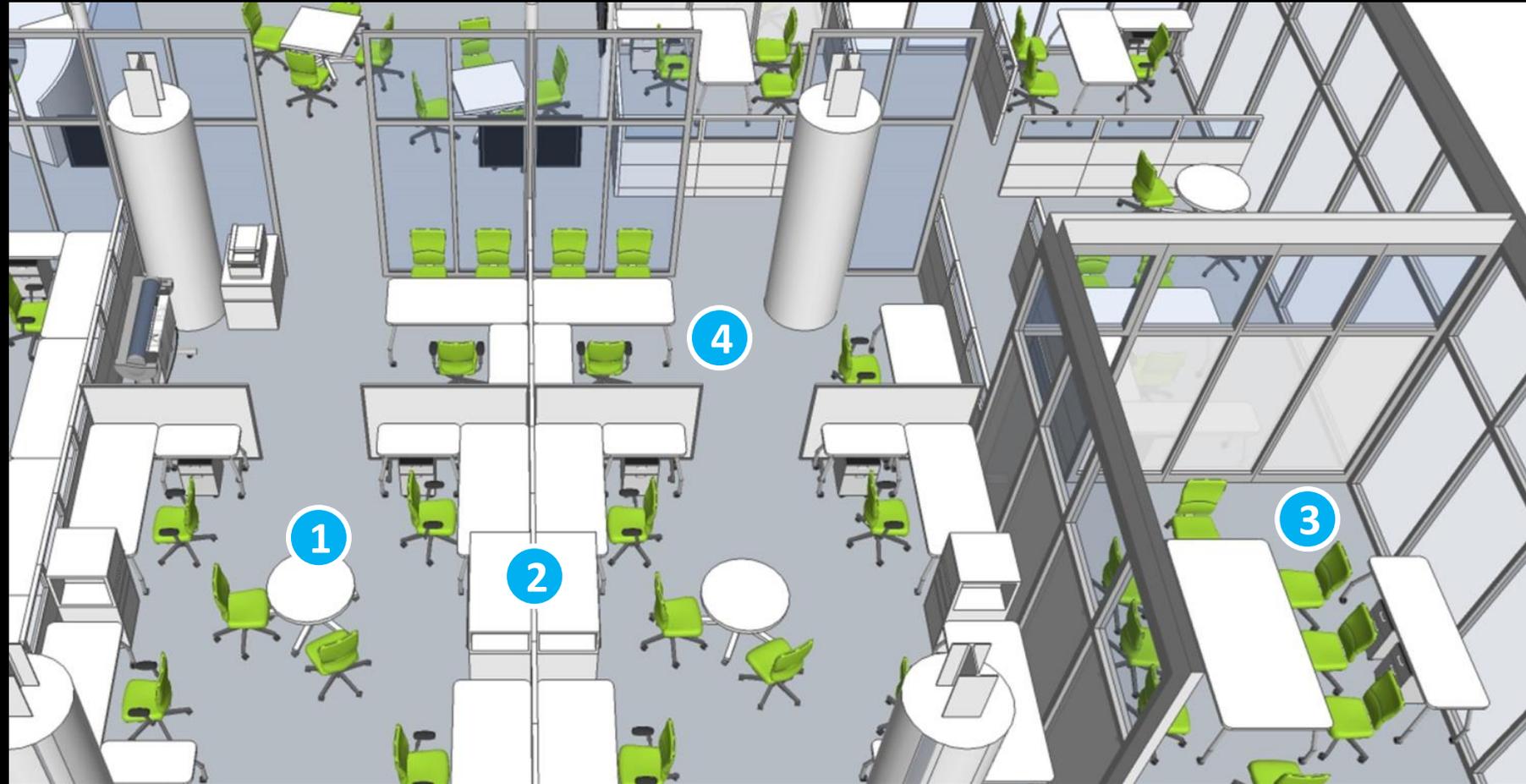


# Internally-Mobile / Interactive

*(majority of time spent in a variety of locations; majority of desk time interacting with others)*

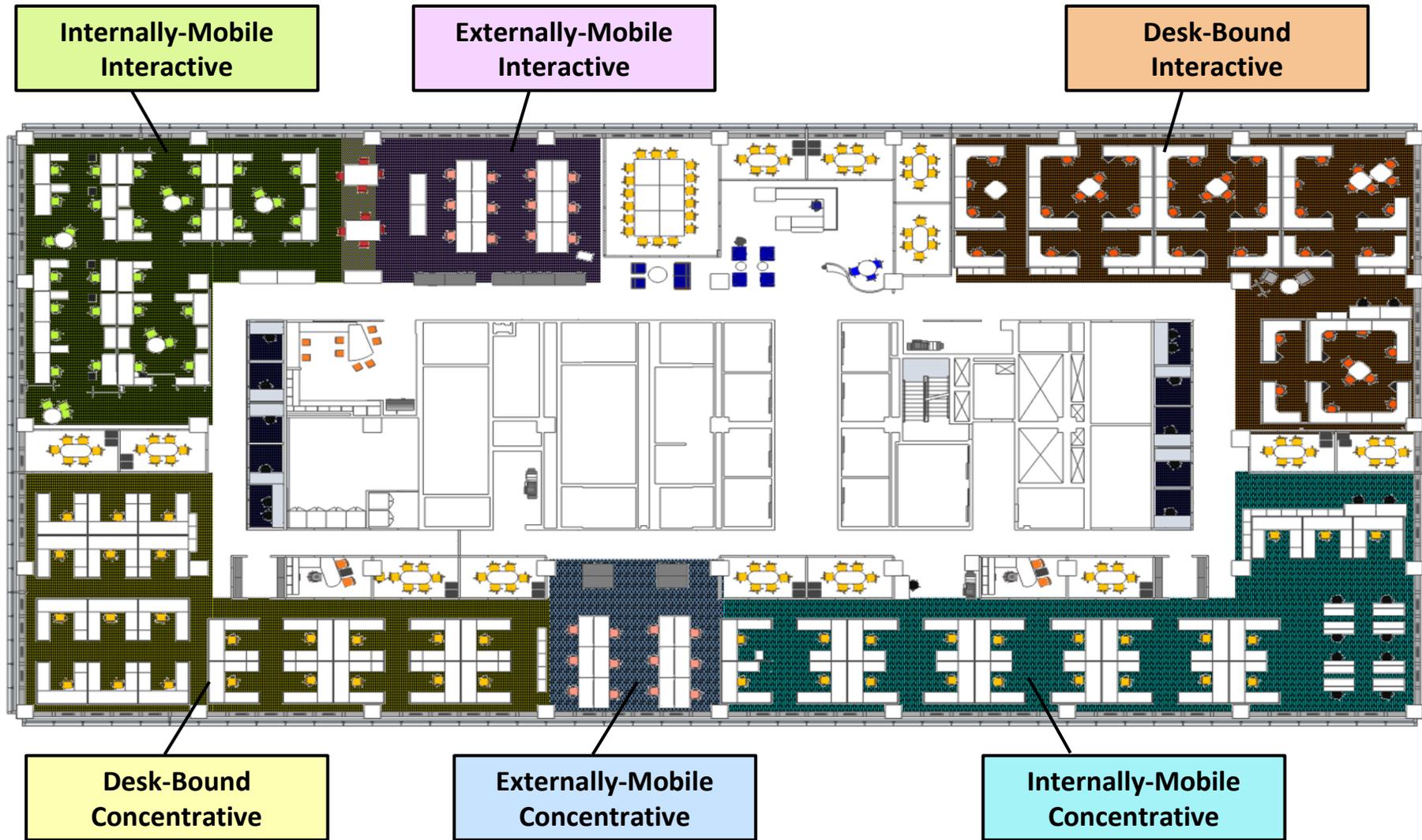


- 1 Workstations designed to facilitate employee collaboration.
- 2 Lower partition panels increase awareness and view of colleagues.
- 3 Team rooms, quiet rooms, and other meeting spaces provided throughout the workplace.
- 4 Shared team storage are located between groups to visually break-up space.



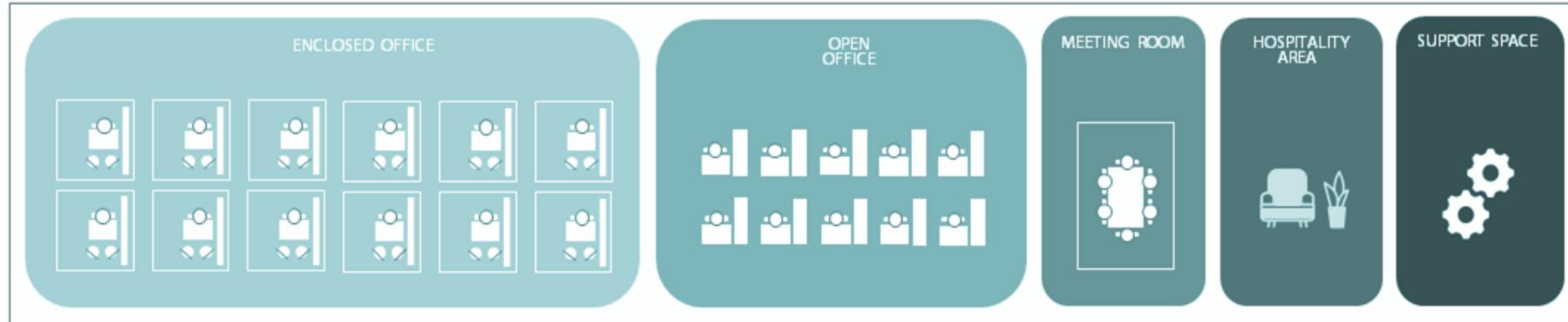


# Supporting all work patterns in a single workplace



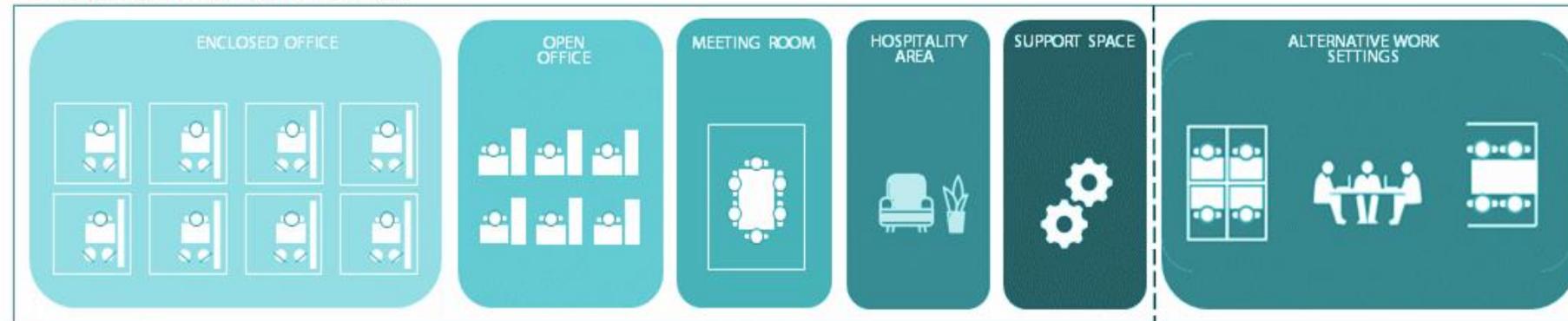
# Vision for Federal Workplaces of the Future – Typical vs Hybrid

## TYPICAL OFFICE FLOOR CONFIGURATION



Traditional work settings @ 1:1

## HYBRID OFFICE FLOOR CONFIGURATION



Shared work settings

# The foundation of GSA's Workplace Strategy services



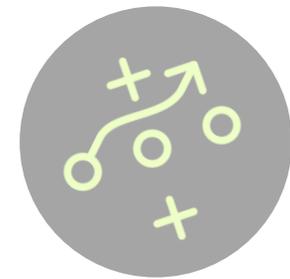
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# Top Down and Bottom Up

## Leadership

where does the organization need to be in the future?

what is most critical in their new workplace?

what should the culture be within the organization?

TOP DOWN

Leadership  
Perspective



BOTTOM UP

Employee  
Perspective



## Employee

what do employees think?

what do we actually observe them doing?

how do groups actually work?



# Leadership, Employee and Independent Perspectives

## Leader Perspective



### Visioning Session

- develops direction of workplace change
- establish vision of the end-state
- build alignment & consensus on a common direction



### 1:1 Leader Interviews

- assess future business direction
- identify gaps that inhibit change
- map modes of work, processes, and organizational relationships

## Employee Perspective



### Pre-Occupancy Survey

- identifies performance of current space
- captures mobility and work practices
- indicates telework and desk sharing preferences



### Employee Focus Groups

- validate and explore survey results
- inform change management strategies
- identifies opportunities/obstacles
- engage stakeholders

## Independent Perspective



### Current Space Analysis

- walk through by expert to qualitatively assess current space effectiveness
- quantitative assessment using the *Workplace Scorecard Tool*



### Time/Space Utilization

- measures occupancy and utilization levels of a specific type of space
- validates other research data about the performance of the space



### Access Data Evaluation

- analyze log-in / access data for a resource, such as VPN and building entry
- compare trend data against other diagnostic research

# The foundation of GSA's Workplace Strategy services



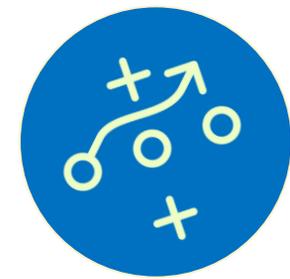
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# Using Research to Inform Workplace Strategies

## Leader Perspective



Visioning Session



1: 1 Leader Interviews

## Employee Perspective



Pre-Occupancy Survey



Employee Focus Groups

## Independent Perspective



Current Space Analysis



Time/Space Utilization



Access Data Evaluation





# Using Research to Inform Workplace Strategies



## Workspace

- design principles
- workplace neighborhood concepts
- space program calculations
- lighting & acoustics
- desk sharing strategies



## Real Estate

- colocation requirements
- desired amenities
- portfolio adjustments for increased mobile work, such as increased working from home & coworking



## Furniture/Equipment

- furniture configurations that accommodate a variety of work styles
- ergonomics
- other furniture and equipment features



## Technology

- personal technology
- telework improvements
- collaboration tools
- infrastructure improvements to promote mobile work



## Business Processes

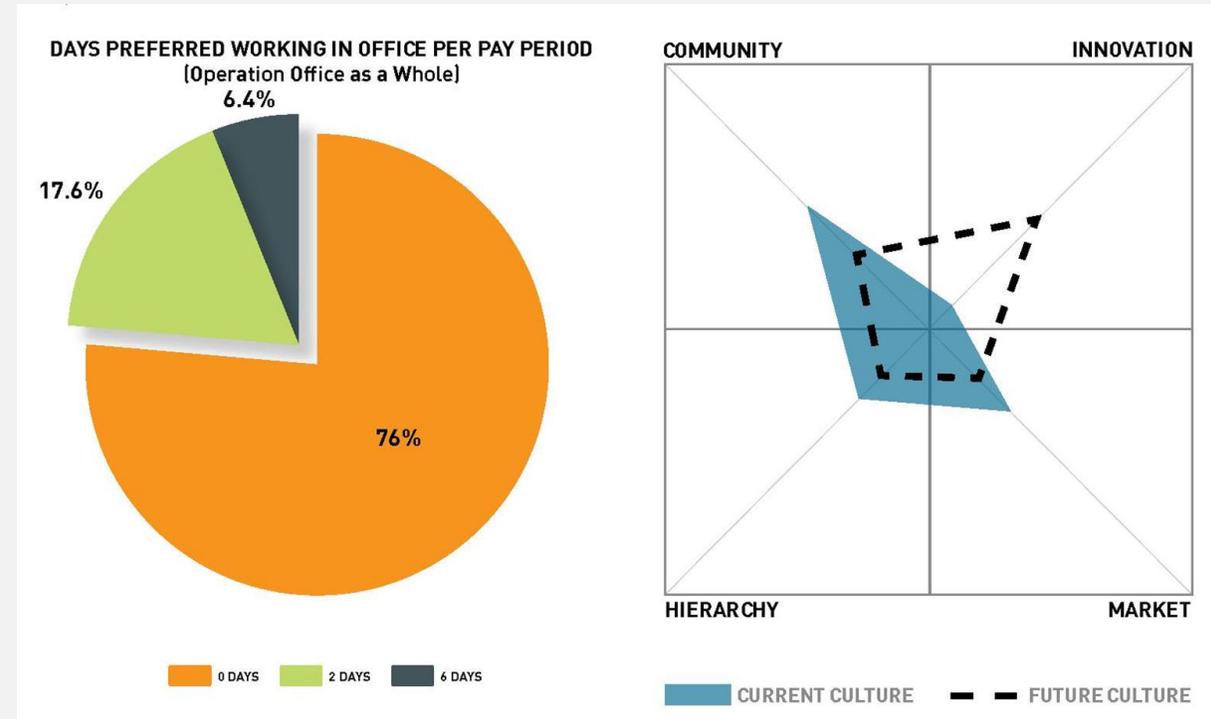
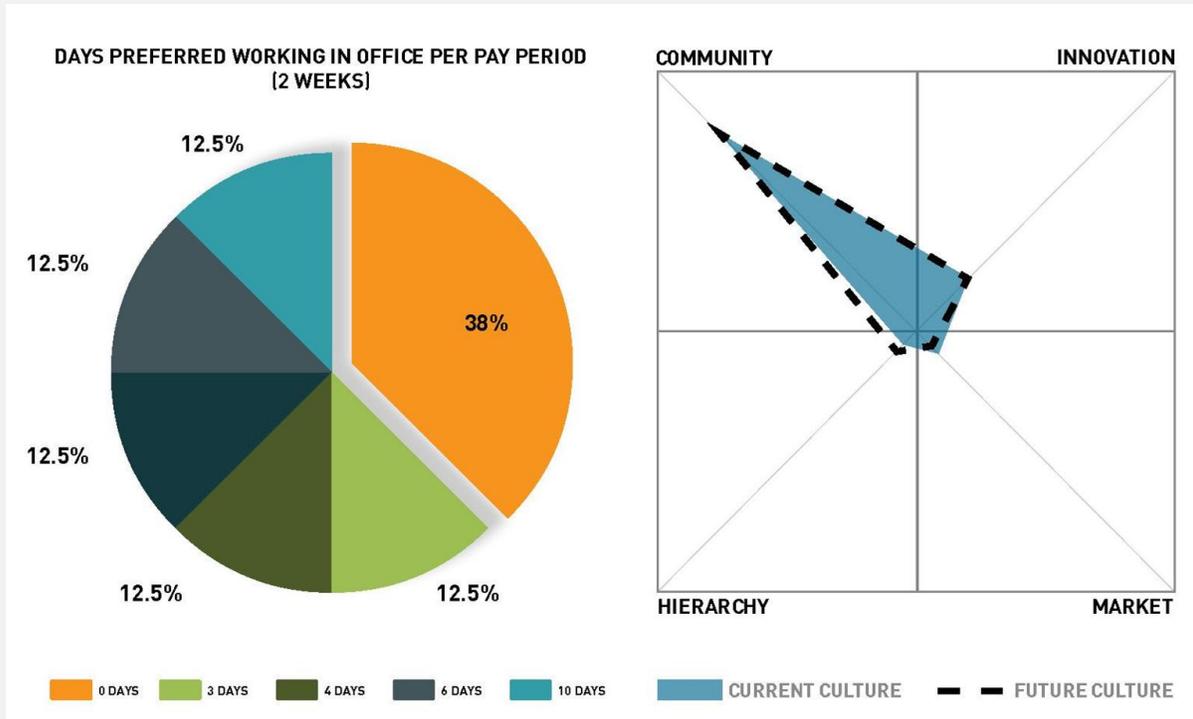
- distributed organization strategies
- workplace protocols
- work style analysis for future operation improvements



## Human Performance

- methods for improving organization culture
- enhanced collaboration and communication
- change management and communications

# Strategies tailored to the organization



 **Workspace**

 **Technology**

 **Real Estate**

 **Business Processes**

 **Furniture/Equipment**

 **Human Performance**



# Emerging Workplace Strategy Services

# New Workplace Services for the Hybrid Continuum

Transformation across work, worker, workplace = people, place, and technology solutions

## Office-Based

(Considered full time on-site.  
Less than 1 day a week teleworking)

## Periodic Telework

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### WORKPLACE 2030

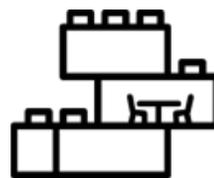
Expand and improve product and service offerings  
for hybrid work



Work Support  
App



Home Office  
Solutions



FlexHub



Space Monitor



Mobility Readiness  
Assessment



Workplace  
Innovation Lab

# Just the first three offerings ...Space as a Service



Agencies are  
willing to  
share space



## Space as a Service (Coworking)

**GSA FlexHub @ 1800 F Street**

Federal Coworking Pilot : **Late Summer 2022**

**Flexible Coworking Services**

**IDIQ Contract**

Private Sector Coworking : **Available Now**

# Private-Sector: Flexible Coworking Services - Benefits

## Benefits

- Located throughout CONUS
- Address short term surges and other flexible workspace needs
- Pricing based on term (up to 12 months) and quantity (# of users)
- Coworking space typically includes
  - furniture
  - communal copiers/printers/fax
  - secure wireless internet (agency use own VPN)
  - shared kitchen
  - restrooms
  - open seating areas

Available Now!



# Private-Sector: Flexible Coworking Services - Limitations

## Limitations

- Procured as a service agreement, not as leased space
- Agencies do not have exclusive access to spaces
- Space offered as-is (similar to booking a hotel room)
  - no special construction or alterations
  - no special security or access restrictions
- Items must be removed at the end of each day
- Choose between unreserved hot-desk station, reserved workstation, or reserved office

Available Now!



# Private-Sector: Flexible Coworking Services - Details

## Service Details

- Available to any federal entity
- Space available about 5 weeks after request and RWA
- Before use, GSA considers available vacant leased and federal space
- Provided under IDIQs contracts
  - 5 firms, 4 of which are small businesses
  - each order is competed
- Contact for more information:
  - Patrick Conboy : [patrick.conboy@gsa.gov](mailto:patrick.conboy@gsa.gov)
  - Jane Schuster : [jane.schuster@gsa.gov](mailto:jane.schuster@gsa.gov)

Available Now!



# Federal Space: FlexHub - Benefits

## Benefits

- Space also provided as a service
- Tap into existing excess capacity in Federal spaces with minimal investment
- May allows agencies to release underutilized space
- GSA fully furnishes the space before use as a FlexHub
- Federal building security screening
- Greater potential for collocating with other agencies on an as needed basis (eg, special cross-agency teams)

Available Later This Summer



# Federal Space: FlexHub - Details

## Service Details

- Identification, reservation, and billing processes to be determined
- FlexHub pilot at GSA HQ through our Workplace Innovation Lab (WIL)
- WIL to be ready late Summer 2022
- Future FlexHub locations to be identified in late 2022

Available Later This Summer



# Just the first three offerings ... Workplace Innovation Lab



Agencies are willing to share space

## Space as a Service (Coworking)

**GSA FlexHub @ 1800 F Street**

Federal Coworking Pilot : **Late Summer 2022**

**Flexible Coworking Services  
IDIQ Contract**

Private Sector Coworking : **Available Now**



We are still learning and innovating

## Workplace Innovation Lab (WIL)

**WIL @ 1800 F Street**

Innovation Space : **Late Summer 2022**

**Testing Initiative**

Furniture, Technology, & Work Styles

# Workplace Innovation Lab @ 1800F - Overview

## Overview

- 25,000 sf proving ground for furniture and technology solutions
- housed on the 2<sup>nd</sup> floor of GSA's HQ building
- federal agencies can tour or experience different solutions via the FlexHub service
- Partners for 2022-2023
  - Allsteel
  - Cisco
  - Haworth
  - Kimball International
  - MillerKnoll
  - Swiftspace

Available Later This Summer



# Just the first three offerings ... Support for Teleworkers



Agencies are willing to share space

## Space as a Service (Coworking)

**GSA FlexHub @ 1800 F Street**

Federal Coworking Pilot : **Late Summer 2022**

**Flexible Coworking Services**  
**IDIQ Contract**

Private Sector Coworking : **Available Now**



We are still learning and innovating

## Workplace Innovation Lab (WIL)

**WIL @ 1800 F Street**

Innovation Space : **Late Summer 2022**

**Testing Initiative**

Furniture, Technology, & Work Styles



Support for Teleworkers

## Home Office Solutions

**Acquisition Solution**

Supporting Federal Telework: **End of FY22**

**Streamlined Acquisition**

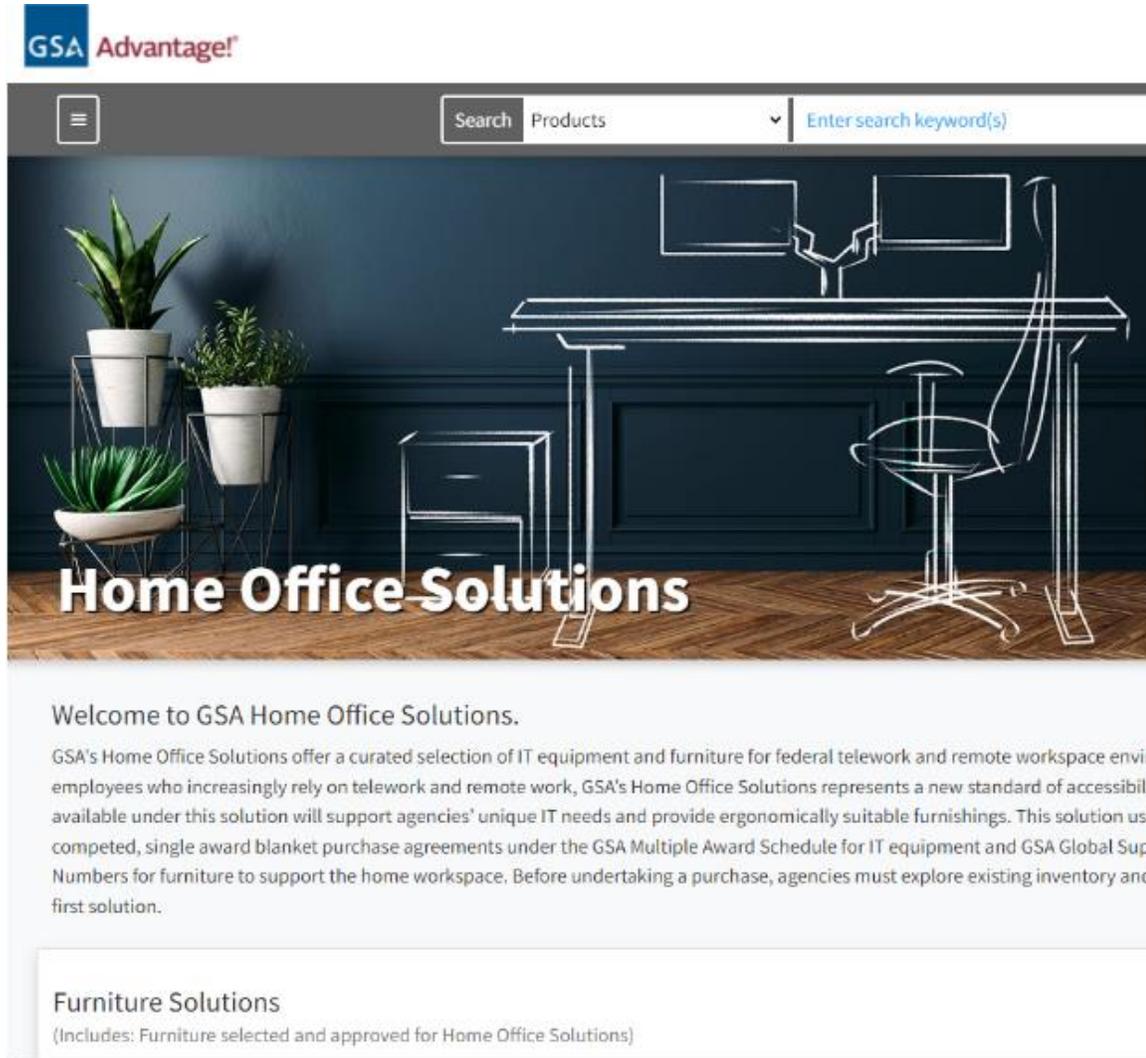
Home Office Furniture  
Technology & Equipment

# Home Office Solutions - Details

## Service Details

- Home Office **furnishings**  
(*Global Supply NSNs*)
  - task chairs
  - adjustable height tables
  - desktop adjustable height units
  - storage
  - accessories and bundles
- Home Office **IT equipment**  
(*ITC Advantage Select BPAs with Dell, Lenovo, & HP*)
  - Laptops and accessories
  - Desktops
  - Monitors

Available Late This Year



The screenshot shows the GSA Advantage! website interface. At the top, there is a navigation bar with the GSA Advantage! logo, a search bar with the text "Search Products" and a dropdown arrow, and a search input field with the placeholder text "Enter search keyword(s)". Below the navigation bar is a large banner image featuring a desk setup with a monitor, a chair, and potted plants. The text "Home Office Solutions" is overlaid on the bottom of the banner. Below the banner, there is a section titled "Welcome to GSA Home Office Solutions." followed by a paragraph of introductory text. At the bottom, there is a section titled "Furniture Solutions" with a subtext "(Includes: Furniture selected and approved for Home Office Solutions)".

**GSA Advantage!**

Search Products

## Home Office Solutions

Welcome to GSA Home Office Solutions.

GSA's Home Office Solutions offer a curated selection of IT equipment and furniture for federal telework and remote workspace environments. For employees who increasingly rely on telework and remote work, GSA's Home Office Solutions represents a new standard of accessibility. The products available under this solution will support agencies' unique IT needs and provide ergonomically suitable furnishings. This solution uses competitively priced, single award blanket purchase agreements under the GSA Multiple Award Schedule for IT equipment and GSA Global Supply Numbers for furniture to support the home workspace. Before undertaking a purchase, agencies must explore existing inventory and select the best solution.

### Furniture Solutions

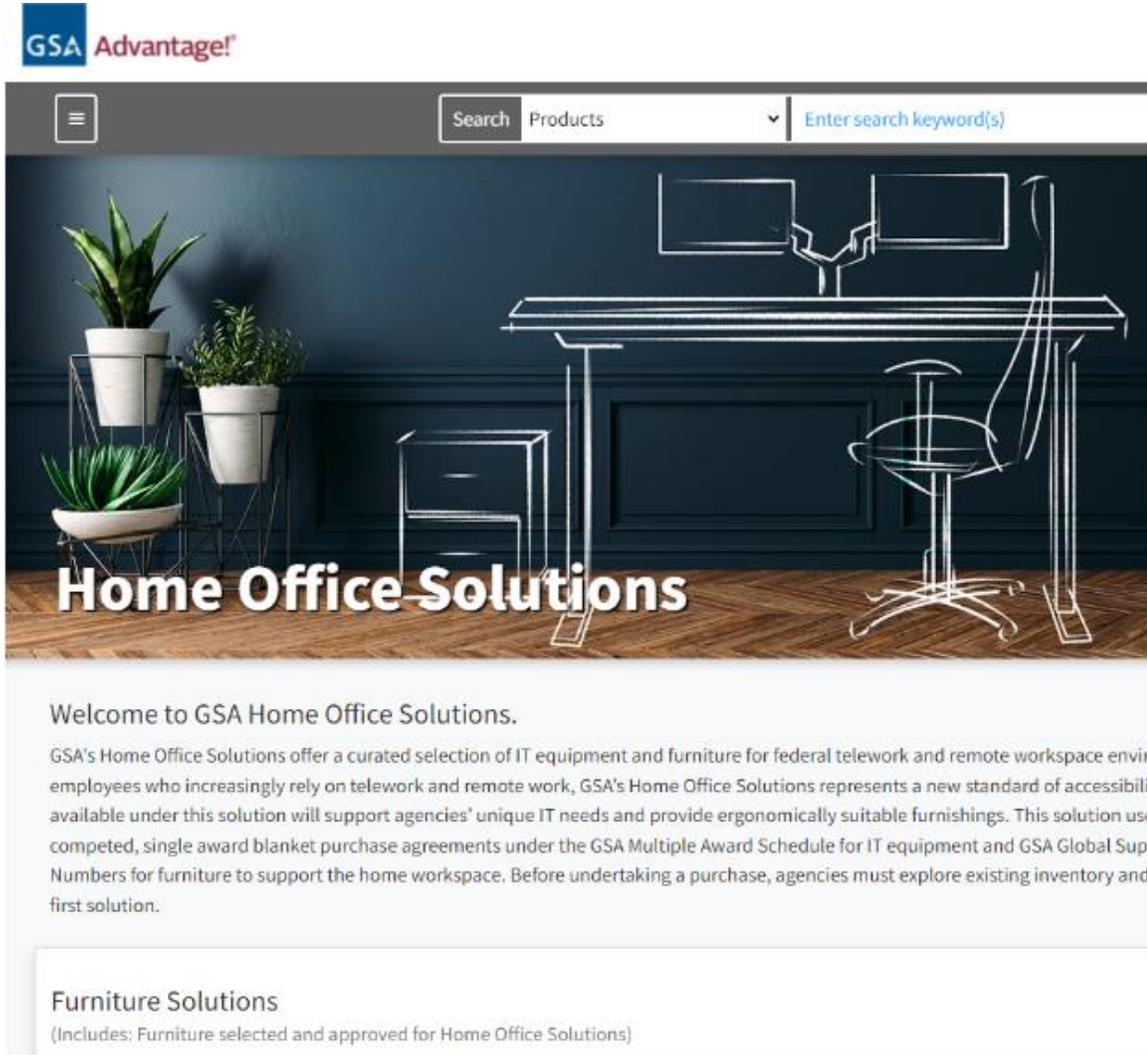
(Includes: Furniture selected and approved for Home Office Solutions)

# Home Office Solutions - Features

## Features

- Ordering Authority : Each agency will be able to determine usage level and allowance
- Resources : Online guides and video tutorial
  - Products only in HOS
  - Combination of products from HOS + other Advantage solutions
  - Purchase Cardholder demo
  - FAQs
  - Product Catalogs

Available Late This Year



**GSA Advantage!**

Search Products

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Welcome to GSA Home Office Solutions.

GSA's Home Office Solutions offer a curated selection of IT equipment and furniture for federal telework and remote workspace environments. For employees who increasingly rely on telework and remote work, GSA's Home Office Solutions represents a new standard of accessibility. The products available under this solution will support agencies' unique IT needs and provide ergonomically suitable furnishings. This solution uses a single award blanket purchase agreement under the GSA Multiple Award Schedule for IT equipment and GSA Global Supply Numbers for furniture to support the home workspace. Before undertaking a purchase, agencies must explore existing inventory and determine if this is the best solution.

### Furniture Solutions

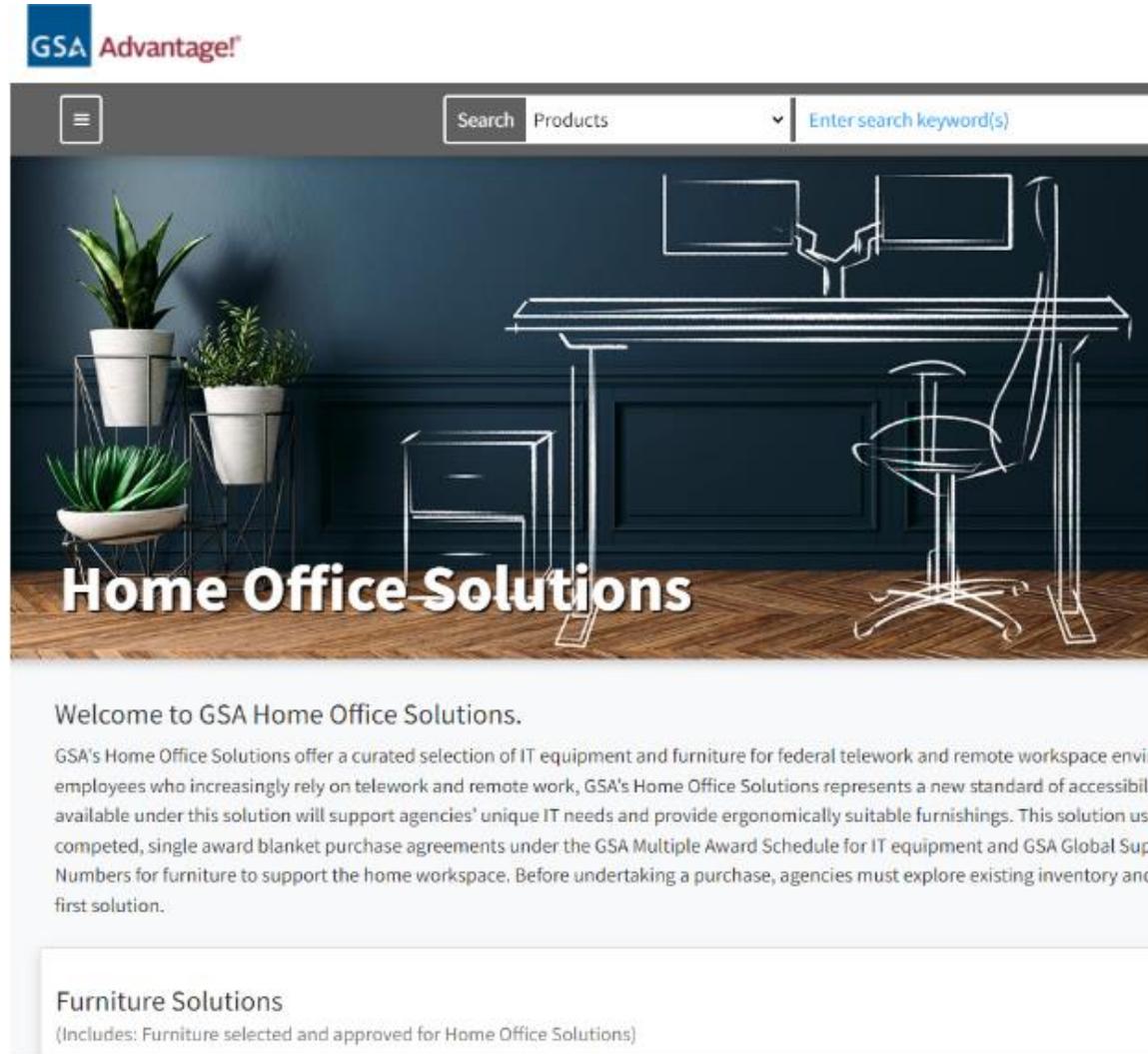
(Includes: Furniture selected and approved for Home Office Solutions)

# Home Office Solutions – How It Will Function

## How It Will Function

- Federal employee determines product need, agency approves and agrees to fund
- Employee navigates to HOS on GSA Advantage, selects required products, adds to cart
- Cart is parked/shared with agency purchasing official authorized to make purchases on Advantage. Employee's home address is added.
- Agency purchasing official makes purchase and product delivery timeline is provided.

Available Late This Year



**GSA Advantage!**

Search Products

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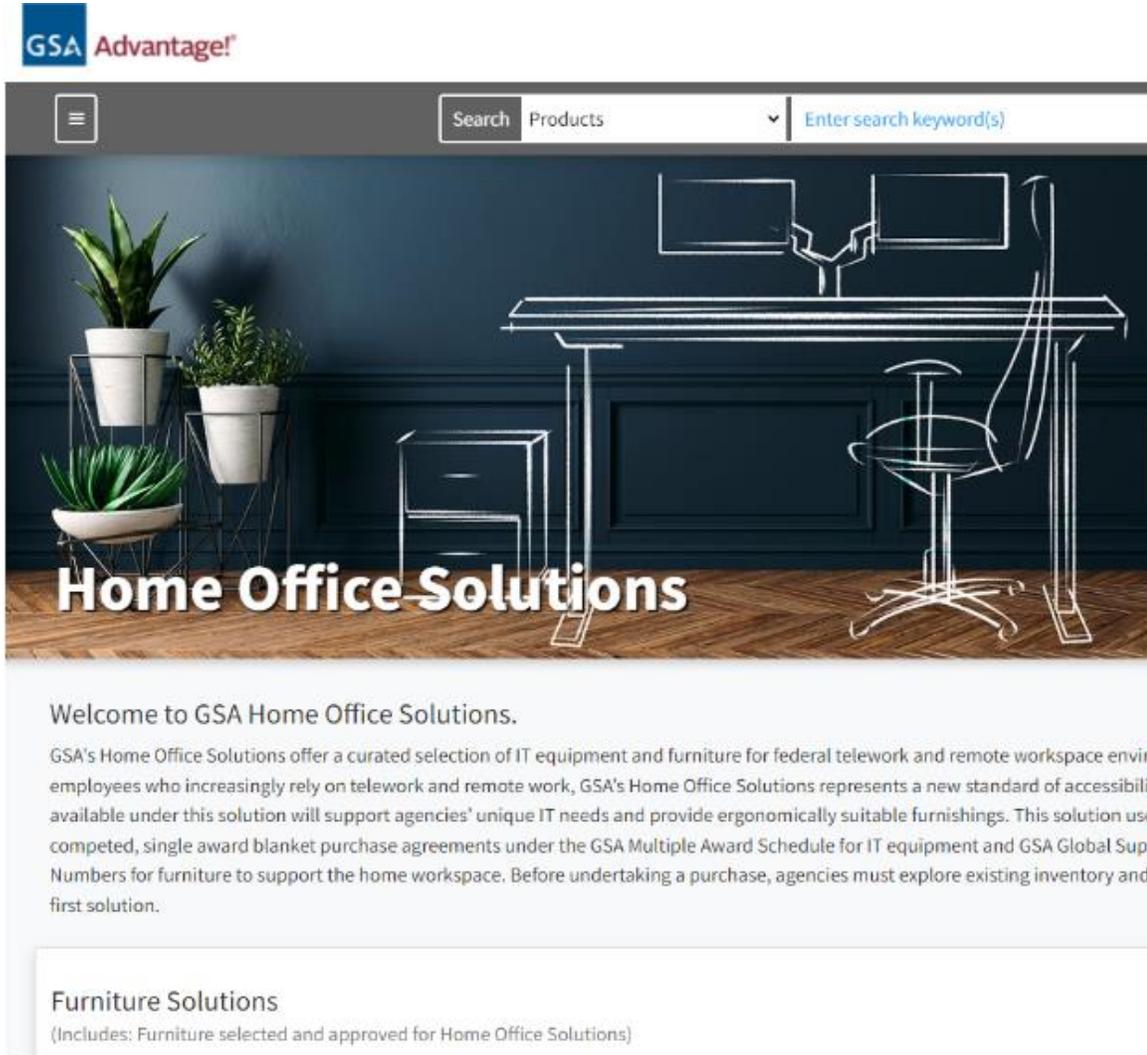
(Includes: Furniture selected and approved for Home Office Solutions)

# Home Office Solutions – How It Will Function con't

## How It Will Function (continued)

- Purchased products arrive at employee's home.
- Employee responsible for receipt of product and installation (unless upgraded delivery/installation option is approved).
- Product ownership is maintained by purchasing agency.
- Upon end of products' useful life or employee leaves federal employment, products is excessed, transferred or disposed of, based on on agency procedures.

Available Late This Year



The screenshot shows the GSA Advantage! website interface. At the top, there is a search bar with the text "Search Products" and a dropdown arrow, followed by a text input field labeled "Enter search keyword(s)". Below the search bar is a large banner image featuring a modern home office setup with a desk, two monitors, a chair, and potted plants. The text "Home Office Solutions" is overlaid on the bottom left of the banner. Below the banner, the text reads: "Welcome to GSA Home Office Solutions. GSA's Home Office Solutions offer a curated selection of IT equipment and furniture for federal telework and remote workspace environments. For employees who increasingly rely on telework and remote work, GSA's Home Office Solutions represents a new standard of accessibility. The products available under this solution will support agencies' unique IT needs and provide ergonomically suitable furnishings. This solution uses a single award blanket purchase agreement under the GSA Multiple Award Schedule for IT equipment and GSA Global Supply Numbers for furniture to support the home workspace. Before undertaking a purchase, agencies must explore existing inventory and first solution." Below this text, there is a section titled "Furniture Solutions" with a subtext "(Includes: Furniture selected and approved for Home Office Solutions)".

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# Home Office Solutions – Development Timeline

## Development Timeline

- July 2022
  - Pilot with GSA employees
  - Gather feedback, make final changes
- August – December 2022
  - External Customer Pilot, if needed
  - Official customer roll-out
  - Collect customer feedback for future versions
- January 2023 onward
  - Long-term program maintenance
  - Customer feedback & improvements

## Contact for More Information

Jane Schuster, jane.schuster@gsa.gov

Available Late This Year



The screenshot shows the GSA Advantage! website interface. At the top, there is a search bar with the text "Search Products" and a dropdown arrow, followed by a placeholder "Enter search keyword(s)". Below the search bar is a large banner image featuring a modern home office setup with a desk, two monitors, a chair, and potted plants. The text "Home Office Solutions" is overlaid on the bottom of the banner. Below the banner, the text reads: "Welcome to GSA Home Office Solutions. GSA's Home Office Solutions offer a curated selection of IT equipment and furniture for federal telework and remote workspace environments. For employees who increasingly rely on telework and remote work, GSA's Home Office Solutions represents a new standard of accessibility. The products available under this solution will support agencies' unique IT needs and provide ergonomically suitable furnishings. This solution was selected through a competitive, single award blanket purchase agreement under the GSA Multiple Award Schedule for IT equipment and GSA Global Supply Schedule for furniture to support the home workspace. Before undertaking a purchase, agencies must explore existing inventory and determine if a purchase is necessary." Below this text, there is a section titled "Furniture Solutions" with a subtext "(Includes: Furniture selected and approved for Home Office Solutions)".

GSA Advantage!

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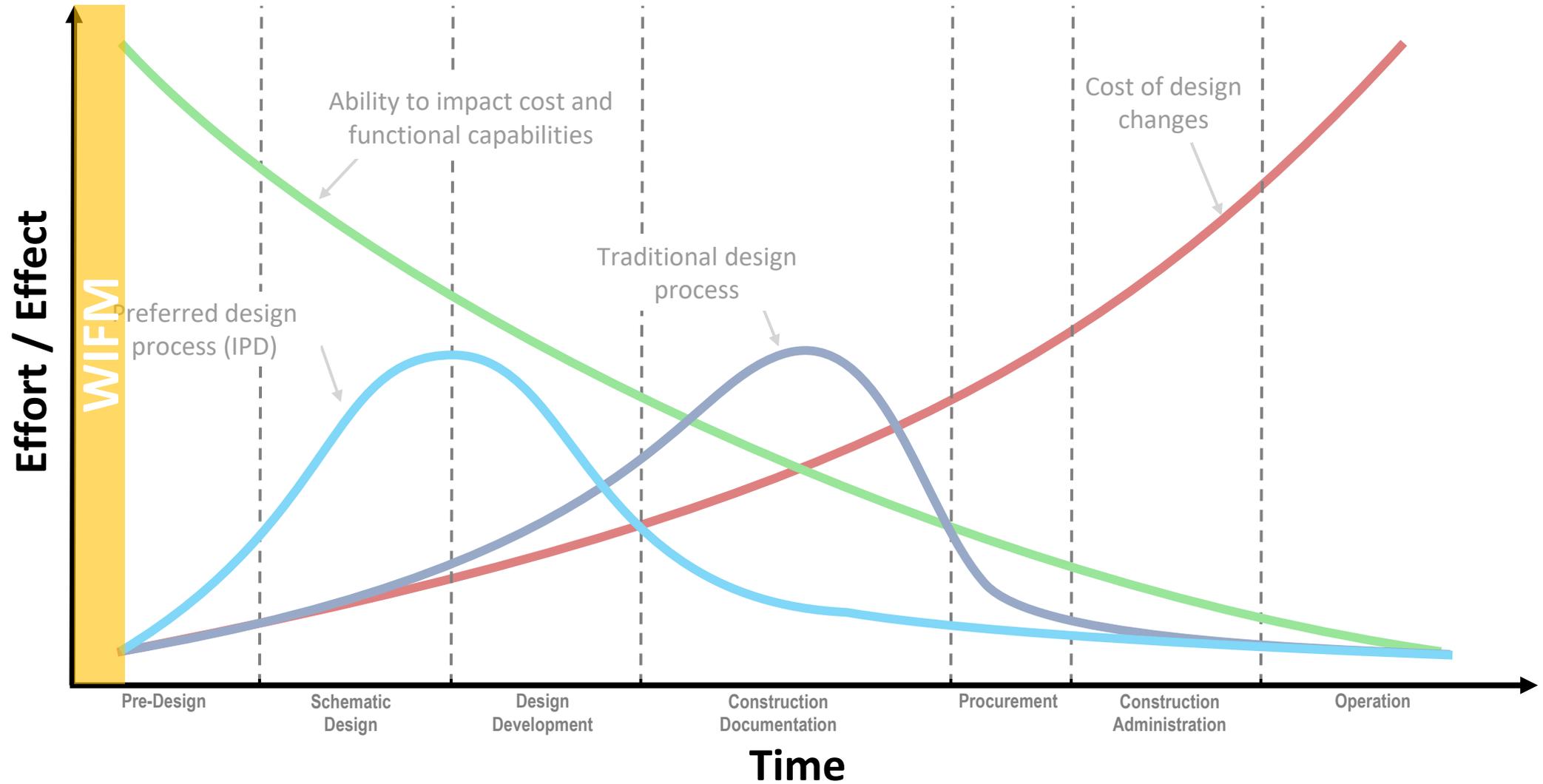
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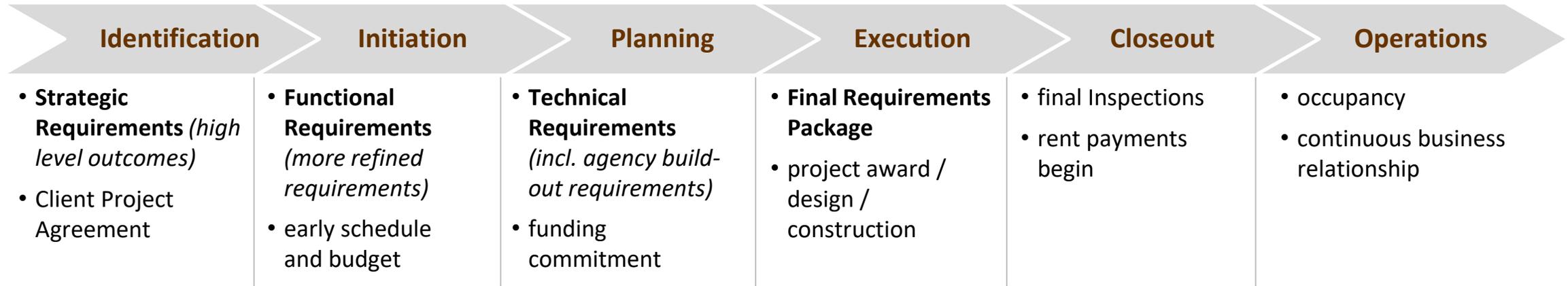
# Workplace Investment & Feasibility Modeling (WIFM) Tool (v. 2.0)

# Never too early to think about workplace possibilities

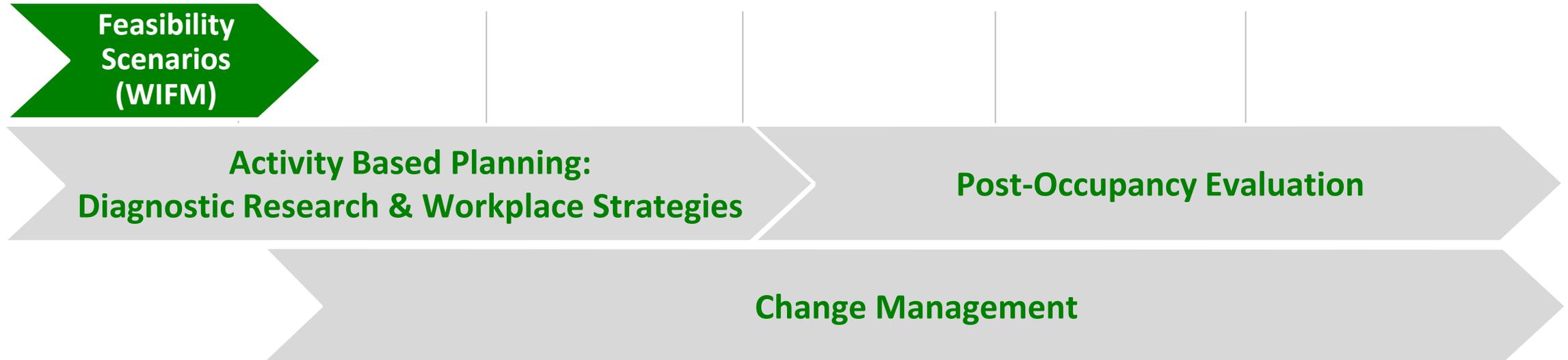


# Workplace Engagement Services and the Project Lifecycle

## PBS Project Lifecycle



## Workplace Engagement Services



# WIFM 1.2 : The Old Pre-2020 Version



**Workplace Investment & Feasibility Modeling** tool  
provided by the [GSA Center for Workplace Strategy](#)

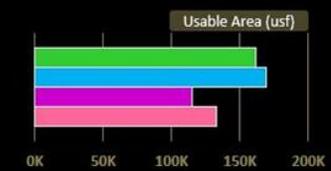
Jump to: [click to choose](#)

Organization	A Great Client Agency
Project	An Awesome Workplace Project
Locations	#1: Downtown Federal Building (San Francisco, California) #2: A Leased Commercial Office Building (Phoenix, Arizona) #3: Some Building Name (Reno, Nevada) New Location: TBD (Maui, Hawaii)
Headcount	680 people (600 federal; 80 non-federal)

3 Scenarios	BASELINE	SCENARIO 1	SCENARIO 2	SCENARIO 3
Scenario Selection :	<b>Stay in Place / No Workplace Changes</b> <i>(all space sizes remain unchanged)</i>	<b>Stay in Place / Workstation Changes Only</b> <i>(all other spaces remain unchanged)</i>	<b>Stay in Place / Office Renovation</b> <i>(special spaces remain unchanged)</i>	<b>New Location / Total Workplace Change</b> <i>(all spaces can be changed)</i>
% Fed Sharing @ Ratio :	0% @	0%	10% @ 2.0 people : 1 seat	10% @ 2.0 people : 1 seat
Individual Workspace Ass	Location 1 Location 2 Location 3	Location 1 Location 2 Location 3	Location 1 Location 2 Location 3	New Location
WS Type 1 Size :	64 nsf 64 nsf 80 nsf	64 nsf 64 nsf 64 nsf	64 nsf 48 nsf 64 nsf	64 nsf
% of Feds for WS Type 1 :	90% 90% 90%	90% 90% 90%	90% 75% 100%	90%
% of Remaining Feds to Receive Assigned Alternate Workspace :	10% 10% 10%	10% 10% 10%	10% 25%	10%
Assigned WS Type 2 or Office :	Office Office Office	Office Office Office	Office WS Type 2	Office
Average Size :	200 nsf 200 nsf 150 nsf	200 nsf 200 nsf 150 nsf	200 nsf 64 nsf	150 nsf
Overall Interaction Level :			Average Interaction	High Interaction

Workplace Area
Difference from Current Space
Utilization Rate (All-In) <i>(Target Rate: 200 usf / prsn)</i>
Reduction to Meet 200 UR Goal
Utilization Rate (Administrative Office) <i>(Target Rate: 150 usf / prsn)</i>
Reduction to Meet 150 UR Goal



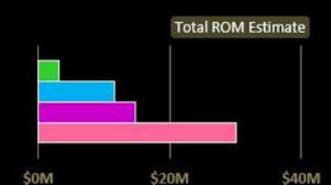
**Usable Area (usf)**

≈ 162,000 usf	≈ 169,510 usf +5%	≈ 114,802 usf -29%	≈ 132,644 usf -18%
---------------	-------------------	--------------------	--------------------

249 usf +25%	169 usf -16%	195 usf -2%
≈ (33,510) usf	none	none
230 usf +53%	149 usf -1%	162 usf +8%
≈ (54,129) usf	none	≈ (8,144) usf

Rough Order of Magnitude Estimated Cost
Tenant Improvements <i>(incl. design &amp; project mgmt. costs; locality)</i>
Furniture <i>(for changed spaces only)</i>
Equipment <i>(for any changed special spaces only)</i>
Technology <i>(for changed spaces only, excludes service costs)</i>
Consulting Services <i>(workplace strategy &amp; change mgmt. services)</i>



**Total ROM Estimate**

≈ \$3.2M	≈ \$11.5M	≈ \$14.8M	≈ \$30.1M
----------	-----------	-----------	-----------

≈ \$3.2M	≈ \$8.3M	≈ \$10.4M	≈ \$25.3M
	≈ \$2.4M	≈ \$3.4M	≈ \$3.9M
	not included	not included	\$0
≈ \$664K	≈ \$756K	≈ \$753K	≈ \$753K
≈ \$150K	≈ \$217K	≈ \$217K	≈ \$224K

# GSA's Work Pattern Approach

	Desk-Bound	Internally-Mobile	Externally-Mobile
Interactive at Desk	<p>time at desk: <b>HIGH</b> time elsewhere: <b>LOW</b></p>  <p>at desk interaction: <b>MODERATE - HIGH</b></p>	<p>time at desk: <b>MODERATE</b> time elsewhere: <b>MODERATE</b></p>  <p>at desk interaction: <b>MODERATE - HIGH</b></p>	<p>time at desk: <b>LOW</b> time elsewhere: <b>HIGH</b></p>  <p>at desk interaction: <b>MODERATE - HIGH</b></p>
Concentrative at Desk	<p>time at desk: <b>HIGH</b> time elsewhere: <b>LOW</b></p>  <p>at desk interaction: <b>LOW - MODERATE</b></p>	<p>time at desk: <b>MODERATE</b> time elsewhere: <b>MODERATE</b></p>  <p>at desk interaction: <b>LOW - MODERATE</b></p>	<p>time at desk: <b>LOW</b> time elsewhere: <b>HIGH</b></p>  <p>at desk interaction: <b>LOW - MODERATE</b></p>

# The Hybrid Continuum + Work Patterns → WIFM 2.0

Transformation across work, worker, workplace = people, place, and technology solutions



**Office-Based**  
 (Considered full time on-site.  
 Less than 1 day a week teleworking)

**Periodic Telework**  
 (Employees primarily work from the office.  
 On average 1 - 2 days a week teleworking.)

**Frequent Telework**  
 (Employees work between offsite and office  
 On average 3 - 4 days a week teleworking)

**Remote Work**  
 (Extensive virtual work adoption.  
 On average 5 days a week teleworking)



**Desk-Bound  
 Concentrative**



**Desk-Bound  
 Interactive**



**Internally  
 Mobile  
 Interactive**



**Externally  
 Mobile  
 Interactive**



**Desk-Bound  
 Interactive**



**Internally  
 Mobile  
 Concentrative**



**Externally  
 Mobile  
 Interactive**



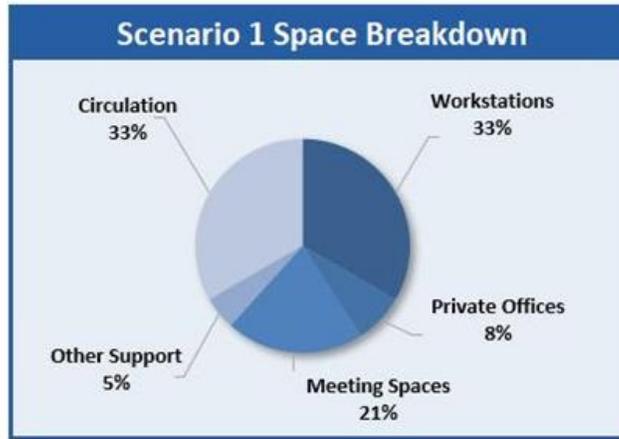
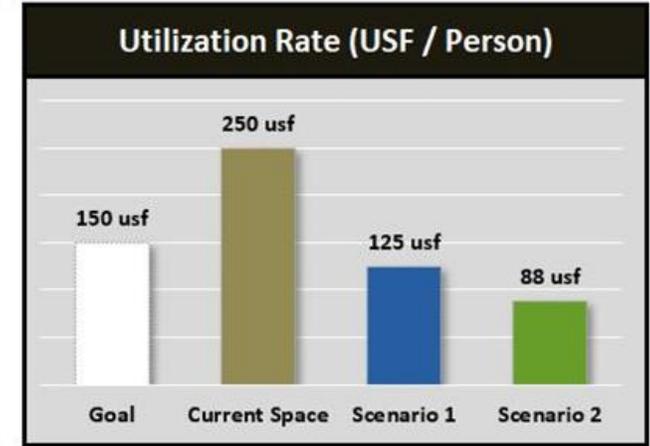
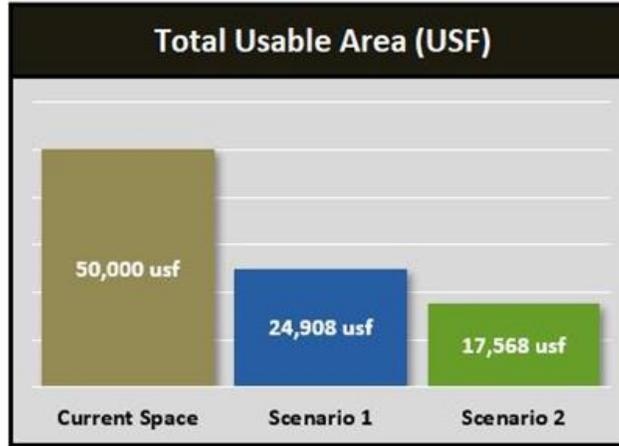
# Workplace Investment & Feasibility Modeling (WIFM) Tool v 2.0

## Parameters

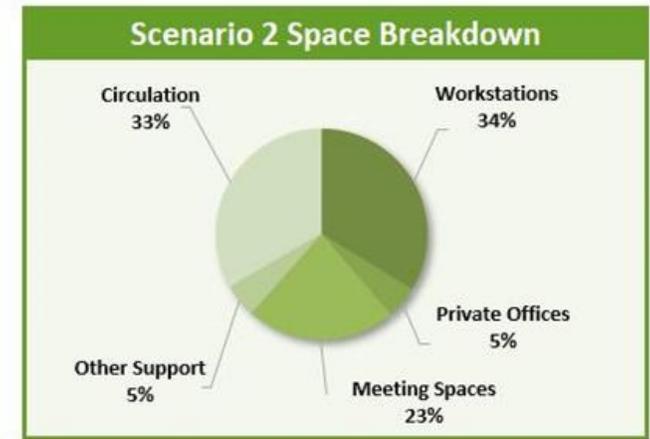
Projected Headcount	200 ppl	
Utilization Rate Goal	150 usf/person	
Total Current Space	50,000 usf	
	Scenario 1	Scenario 2
Degree of Workplace Change	Low	Medium

## Position Distribution

	Scenario 1	Scenario 2
<b>Office-Based</b> <i>(Considered full time on-site. Less than 1 day a week of teleworking.)</i>	50%	30%
<b>Periodic Telework</b> <i>(Employees primarily work from the office On average 1 - 2 days a week teleworking.)</i>	20%	30%
<b>Frequent Telework</b> <i>(Employees work between offsite and office On average 3 - 4 days a week teleworking.)</i>	30%	10%
<b>Remote Work</b> <i>(Extensive virtual work adoption On average 5 days a week teleworking.)</i>	0%	30%
	100%	100%



Scenario 1 space breakdown



Scenario 2 space breakdown

# Preview Demo: WIFM 2.0



## Workspace

Space Standards  
Features & Performance  
Indoor Office Environment

## Human Performance

Internal Communication  
Organizational Growth  
Culture Improvements

## Real Estate

Building Attributes  
Site Attributes  
Location

# An Effective Workplace

## Business Processes

Staff Work Patterns  
Distributed Organizations  
Hybrid Collaboration

## Supplies & Equipment

Furniture  
Fixtures & Equipment  
Support Services

## Technology

IT Infrastructure  
IT Services  
Telecommunications

# Connect With GSA's Nationwide Network of Workplace Expertise

## Region 1

**Rhisa Dickson**

*(rhisa.dickson@gsa.gov)*

## Region 2

**Jean Keane**

*(jean.keane@gsa.gov)*

## Region 3

**Caitlin Zaslou**

*(caitlin.zaslou@gsa.gov)*

## Region 4

**Amy Pegues**

*(amy.pegues@gsa.gov)*

## Region 5

**Ronnie Bent**

*(ronnie.bent@gsa.gov)*

## Region 6

**Allyson Sawatzke**

*(allyson.sawatzke@gsa.gov)*

## Region 7

**Becky Parham**

*(rebecca.parham@gsa.gov)*

## Region 8

**Bridget Stroh**

*(bridget.stroh@gsa.gov)*

## Region 9

**Stacey Fong**

*(stacey.fong@gsa.gov)*

## Region 10

**Marcy Pallotta**

*(marcy.pallotta@gsa.gov)*

## Region 11 (NCR)

**Wendy Conty**

*(wendy.conty@gsa.gov)*



For national assistance, reach out to [workplace@gsa.gov](mailto:workplace@gsa.gov)!



U.S. General Services Administration



**F3 PBS CUSTOMER FORUM**  
**FOR *the* FUTURE**

## **Q&A - PBS Workplace Resources**

*Custom and Emerging Services and Solutions*



U.S. General Services Administration



**F3 PBS CUSTOMER FORUM**  
**FOR *the* FUTURE**

*After the break...*

**Electric Vehicle Supply Equipment  
(EVSE) Essentials**